

MISSION STATEMENT

The primary mission for the Bankruptcy Court for the Western District of Texas is to establish the most efficient and effective procedures possible for the administration of the bankruptcy system. These procedures must keep constituent concerns in mind, with the aim of leveling the playing field for all users, and being as "user friendly" as reasonably possible.

Our Top Core Values are Fairness, Quality of Product/Efficiency of Operations, Civility/Mutual Respect, and Customer Service Orientation/Focus

CRITICAL FUNCTIONS

I. Maintain Information and Management of Records:

Key Result Area #1: *Achievement of Accurate Records*

Key Result Area #2: *Achievement of Accurate "Electronic" Records*

Priority Goals for Key Result Areas:

- A. Establish a mechanism for reporting and logging externally identified data errors.
 - 1. This goal will be accomplished when the mechanism for reporting and logging externally identified data areas is operational.
 - 2. Responsibility:
 - 3. Current Status:
- B. Establish an initial set of standards for data accuracy.
 - 1. This goal will be accomplished when data accuracy standards are published.
 - 2. Responsibility:
 - 3. Current Status:
- C. Evaluate the information processed in all cases to determine the level of accuracy.
 - 1. The accomplishment of this goal is an on-going activity of the court.
 - 2. Responsibility:
 - 3. Current Status:

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- D. Implement processes and procedures designed to maintain the established standards.
1. This goal will be accomplished when policies and procedures are implemented.
 2. Responsibility:
 3. Current Status:

II. Access to Information:

Key Result Area #1: *Improved Access - not limited to normal hours of operations or to physical access to Clerk's office.*

Priority Goal for Key Result Area #1:

- A. Become an early release court sanctioned by the Administrative Office of the United States Courts with regard to its electronic case filing program. This will allow our constituents who regularly use our services the ability to have 24-hour real-time electronic access to documents in the case files. Additionally, attorneys should have electronic filing capability from remote locations. Our target date to accomplish this innovative change is August 31, 2000.

Other actions which will need to be implemented in order to reach this goal are:
Establish an education committee to train users on the system.

- Interface with all local bar associations.
 - Establish a quality assurance team.
 - Establish a district "help desk".
 - Define more specific interim steps to be accomplished and establish target dates for completion.
 - Revise local rules regarding electronic filing.
 - Appoint Project Manager to coordinate implementation.
1. This goal will be accomplished when the electronic case filing program is fully operational.
 2. Responsibility:
 3. Current Status:

Key Result Area #2: *Improved Access - Including open, closed and archived files.*

Priority Goals for Key Result Area #2:

- A. Continue to maintain and improve the current system pending development of the electronic filing system.

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1. This goal will be accomplished when the BANCAP system is completely replaced by an electronic case filing system.
 2. Responsibility:
 3. Current Status:
- B. Develop an educational program for all internal personnel and external constituents that regularly use our services.
1. The accomplishment of this goal is an on-going activity of the court.
 2. Responsibility:
 3. Current Status:

III. Court's Role in Marshaling and Distribution of Estate Assets:

Key Result Area #1: *Provide adequate statistical reports to chambers on a timely basis.*

Priority Goals for Key Result Area #1:

- A. Cleanup information in the data system, generate accurate reports and provide same to the courtroom deputy, chambers, U.S. Trustee and panel trustees.
1. The accomplishment of this goal is an on-going activity for the court.
 2. Responsibility:
 3. Current Status:
- B. Implement an Electronic Filing System allowing trustees to file reports electronically on a regular scheduled basis and allowing access to the public through the Internet.
1. This goal will be accomplished when trustees can file reports electronically at any time and the public can view such reports through the Internet.
 2. Responsibility:
 3. Current Status:

Key Result Area #2: *Chambers to adopt procedures to monitor and police case progress.*

Priority Goals for Key Result Area #2:

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- A. Court to establish review procedures and goals for the closing of cases with measurement criteria being time limits for different types of matters.
 - 1. The accomplishment of this goal is an on-going activity of the court.
 - 2. Responsibility:
 - 3. Current Status:
- B. Utilize "STATUS" hearings on 'complicated' cases in lieu of Show Cause Hearings.
 - 1. The accomplishment of this goal is an on-going activity of the court.
 - 2. Responsibility:
 - 3. Current Status:

IV. Education Role of the Court - Public and Bar

Key Result Area #1: Provide Resources for Answering Questions.

Priority Goals for Key Result Area #1:

- A. Implement an Information Center to provide accurate and timely answers to constituent questions.
 - 1. This goal will be accomplished when every query directed to the Information Center is answered accurately within 48 hours.
 - 2. Responsibility:
 - 3. Current Status:

Key Result Area #2: More timely and effective channels of communication with the bar associations.

Priority Goals for Key Result Area #2:

- A. Sponsor opportunities for court/bar/trustee communications.
 - 1. This goal will be accomplished when the court sponsors district-wide seminars to provide an appropriate form for professional interface with the bar and trustees.
 - 2. Responsibility:

3. Current Status:

V. Dispute Resolution and Case Management

Key Result Area #1: *Availability of court time to serve our constituents fully.*

Priority Goal for Key Results Area #1:

- A. Obtain a West Texas bankruptcy judge by October, 1999 to increase the availability of court time in each division.
 1. This goal will be accomplished when a new judge is appointed.
 2. Responsibility:
 3. Current Status:

Key Result Area #2: *Maintain efficient pretrial and ADR procedures.*

Priority Goal for Key Results Area #2:

- A. Settle adversary proceedings earlier and more cheaply for the litigants by requiring early mediation and/or pretrial conferences.
 1. Accomplishment of this goal is an on-going activity of the court.
 2. Responsibility:
 3. Current Status:

Key Result Area #3: *Provide timely court hearings for both routine and expedited hearings.*

Priority Goal for Key Result Area #3:

- A. Set 90% of routine hearings within 30 days, and provide more timely court hearings for expedited matters.
 1. The accomplishment of this goal is an on-going activity of the court.
 2. Responsibility:
 3. Current Status: